

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



BUSINESS ANALYST

INFORMATION TECHNOLOGY SPECIALIST I, RANGE C (6LC07) – TWO (2) POSITIONS
(EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **AUGUST 12, 2016**

SALARY: \$4,020 - \$5,284

Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

Your Role

As a business analyst, the candidate provides technical expertise, support, training for legislative applications and business processes used within offices of members in the California State Legislature. The candidate performs as a team member on project and support teams to implement and support office custom software used by staff working for members of the California State Legislature. The candidate provides telephone or onsite support to assist legislative customers with information technology questions and problems. The candidate analyzes, troubleshoots, and resolves member offices' desktop computing problems, analyzes and documents information technology problems and facilitates the resolution by working collaboratively with other LDC Information Technology Specialists. The candidate will provide assistance as a customer service representative in the legislative business environment. The candidate is required to work overtime to meet workload demands, to work cooperatively with team, peers, and management, and to adhere to professional business attire due to direct customer contact.

Your Expertise

- Use of technologies such as Windows 7, Microsoft Office 2010, and Internet browsers
- Strong analytical and problem-solving skills
- Professional and personable demeanor, with excellent customer service and communication skills
- Thorough knowledge of problem ticketing system or telephone system
- Strong organization skills and attention to details
- Ability to effectively prioritize and organize work assignments and use good time management techniques

Your Responsibilities

- Provide desktop support via telephone and onsite for legislative member offices staff
- Perform as a business analyst providing information technology consultation services and in-office training and assistance to legislative member offices staff
- Work with teams to analyze, troubleshoot and resolve information technology problems
- Work collaboratively on various projects as a business analyst and software tester
- Maintain professional internal/external relationships that meet the organization's core values
- Perform as a customer advocate for Committee members and staff of the California State Legislature by establishing and maintaining relationships with customers
- Manage and maintain a schedule of work to ensure project deliverables are completed within the given timeframes

Minimum Qualifications

A minimum of one (1) year of experience providing assistance and support on desktop and office automation products, personal computers, and printers. Ability to provide assistance and support for office automation products to include, but not limited to: Microsoft Windows 7.0, Microsoft 2010 (Outlook, Word, Excel, and PowerPoint), mobile computing, operating systems, and Internet browsers. Ability to provide telephone support for desktop and office automation products using troubleshooting and problem analysis and resolution techniques and using call logging systems. Demonstrated high-level skills in customer service and support practices with a minimum of one (1) year of experience providing customer support in a customer service environment. Ability to work cooperatively in a close team setting and in a customer service organization. Ability to establish and maintain cooperative working relationships with

others including customers, team members, peers, develop effective solutions, and use a variety of analytical techniques to resolve problems. Ability to effectively organize work assignments and priorities, define objectives, and use good time management techniques. Ability to take the initiative as a self-starter. Ability to execute, follow-through, and deliver high-quality work products that are completed within strict timelines and meet customers' expectations. Well-developed communication skills, both oral and written.

Desirable Qualifications

Proficient experience with providing technical assistance, support and training as a business analyst for desktop computing, office automation products, web-based technologies, data communications, email, mobile computing, operating systems, and legislative information systems. Proficient experience with problem analysis methods as related to technical support. Proficient experience with preparing procedures and technical documentation. Proficient experience performing as a team member on projects to develop requirements, create and execute test scripts, product documentation, and training materials to contribute to the success of the project deliverables. Proficient experience with testing methods and procedures to perform acceptance testing. Knowledge of the legislative process.

WHO MAY APPLY

Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required. This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: H. Chu, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday August 12, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC07 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Karen Yost at (916) 341-8554. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

SELECTION INFORMATION: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

OTHER RELATED INFORMATION: The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

THIS IS A COMPETITIVE PROCESS. If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

INTERVIEW SCOPE: If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

CALIFORNIA RELAY SERVICE:
TDD PHONE (800) 735-2929
VOICE PHONE (800) 735-2922